Proskauer

Boosting Existing Services and Operating More Efficiently is Top of Mind for Health Care Executives, Survey Finds

June 10, 2019

Proskauer launches new health care survey, exploring how close health care organizations are to achieving The Triple Aim as they journey from fee-for-service to value-based care

June 10, 2019 (New York) – International law firm Proskauer today released the results from its inaugural health care survey, **Checking Up on the Quest for the Triple Aim,** which finds streamlining operating costs and improving privacy efficiency is a primary business concern for health care executives—with a third (32%) ranking it as a top three business challenge over the next year.

In considering the three pillars of The Triple Aim—a framework from the Institute of Healthcare Improvement that focuses on reducing health care costs, improving the patient experience and improving the health of populations—the survey found:

- **Health care companies are eager to improve patient experience and service efficiency.** When asked about the top industry-wide changes and updates that need to happen for health care organizations to better promote a coordinated, innovative and value-based care approach, executives noted improving employee training of technology (44%), incentivizing participation in existing information sharing groups (37%) and incentivizing vendors to encourage interoperability between EHR systems (36%) as the top changes required.
- **Technology is a focal point for health care M&A targets.** To overcome emerging business challenges, 31%—the plurality—of respondents (with an identified target in mind) cited a technology company to acquire artificial intelligence capabilities as their top M&A target in the next 12-24 months.
- **Aside from GDPR compliance, cybersecurity is still a shortcoming for health care organizations.** When asked to select which measures are being taken to protect against cyber threats, no more than a third of health care organizations currently leverage any single cybersecurity best practice, such as

implementing an accident response plan or using data encryption.

- **Health care executives and regulators are allies, not adversaries, when it comes to improving outcomes**. When health care executives were asked to rank CMS on a scale of one to 10 (with 10 being highly effective) when it comes to fostering innovation, more than half (52%) of executives gave CMS a score of 8 or higher. Additionally, only 15% of health care organizations cited complying with federal, state and local regulations as a top three most pressing business challenge in the year ahead.

This survey was commissioned by Proskauer and conducted by Rabin Research Company, a market research firm based in Chicago. Results are based on 100 completed surveys of C-suite health care executives from across the care continuum. The survey was conducted in February 2019.

Related Professionals

- **Edward S. Kornreich**
- **David Manko**
  Partner